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RAILEUROPE

1. How to connect to the VPN and Euronet



- Double click on your dialer
- Enter username and password then OK



- Double click on the Euronet icon
- Enter username and password then OK

2. About Rail Europe Homepage

OLD BOOKING
NEW BOOKING
AFTER SALES
PRODUCT INFO
BATCH PRINTING
EXIT

search and modify orders already created
create a brand new booking
Void, Cancel or Refund capabilities on invoiced bookings
Information about Products (fares, conditions of use...)
print orders placed on [QforPrint](#)
disconnect from Euronet

3. Create a new booking

- Click on **NEW BOOKING** on the Rail Europe Homepage
- Compulsory fields must be filled in :
 - **Departure Date = date of departure from the country.** Double-click on the requested date on the calendar or use the up/down arrows on the day, month or year to get your date more quickly.

A BOOKING WHICH IS NOT PRINTED BEFORE THE COUNTRY'S DEPARTURE DATE WILL BE AUTOMATICALLY DELETED BY THE SYSTEM. ALSO MAKE SURE YOU ISSUE TICKETS BEFORE THE EXPIRATION DATE GENERATED BY THE SYSTEM. (Please refer to the GSA Secure Corner, Euronet Info section => Reporting Tool => TTL Report (login with your Euronet login and password) or directly on the Euronet booking.

- Enter the **Agent's name**. The name entered here appears on Accounting Reports which can be sorted by Agents so it is very important to be consistent on this field.

Below those fields, you will get two items:

- **Product:** where you can get information about Products and book them. Product is always highlighted by default as it is the first stage.
- **Recap:** it is a summary of the booking. It includes prices and all products booked within the booking. This is the compulsory step to finalise your booking then get a booking number.
- Click on **Product Tree** in order to find and retrieve the products or use the **Quick Search** field.

4. How to find and retrieve Products

Description of the **Product Tree**: all products available to book in Euronet are displayed. Market Fare Trains and Open Tickets can be found in the "Point-to-Point Tickets" section. You can get them through the shortcuts (e.g. Eurostar and Thalys).

Quick Search area: enter the first letters of the product you need to book and double-click on the list to activate your choice to reach the correct window and proceed to the booking.

Product classification

POINT-TO-POINT TICKET: 3 different ways of finding schedules and fares, depending on the products' knowledge

- **PTP Schedule Search** : it can be used when the user has a good product knowledge
- **PTP Price Search** : people with a limited knowledge of products, perfect to easily select a train in the price range that meets your customer's needs
- **PTP Advanced Search** : when you know the products that you want for your customer or are looking for Open Tickets without schedules

BRITRAIL CLASSIC PASSES

BRITRAIL ENGLAND PASSES

BRITRAIL PASSES OTHERS

EURAIL GLOBAL / SELECT PASSES

EURAIL REGIONAL PASSES

EURAIL ONE COUNTRY PASSES

FRENCH, GERMAN AND OTHER PASSES

INTERRAIL PASSES

NORWEGIAN COMBIANTION TOURS

SWISS TRAVEL SYSTEM / PASSES

SWISS TRAVEL SYSTEM / SPECIALS

SWISS TRAVEL SYSTEM / PACKAGES

AMTRAK PRODUCTS

Products available **UPON REQUEST**:

TOURPASSES

COMPLIMENTARY PASSES

AGENCY DISCOUNTED PRODUCTS

5. How to book Point-to-Point Tickets

- On the **Product Tree**, double click on **PTP Advanced Search**
- Select “**One Way**” or “**Round Trip**”
- Check “**Open Ticket**” box
- Enter **city of origin**
- Enter **city of arrival**
- **STATION NAMES ARE NOT COMPULSORY**
- Enter **travel date** (this will be the 1st day of validity of the ticket)
- Click on **Search** in order to display the different routes available
- **NB : comments are mentioned for each route & are printed on tickets**
- Highlight the requested route
- **Price Details** gives you 1st and 2nd class OW and RT fares
- Click on **Add/Modify Pax** to enter passenger's details
- Enter **class of service** then **1st day of validity**
- Enter number of adults and number of children
- If the round-trip is needed, just enter the 1st day of return ticket at the bottom of the screen
- Click on **Next**
- Check details then click on **Book Now**
- Click on **Done** if it is over or **Another city pair** if you want to book another Pt-to-Pt ticket

NB: assignment procedure. There are compulsory fields such as:

- **Last name and first name**
- **Age** (to determine passenger's type)
- **country of residence** (compulsory fields for passes)

6. How to book a Railpass

- Click on **Product Tree** or enter Pass name in the **Quick Search** area
- Double click on the folder's name where you will find the product
- By default, all formats will be displayed so to narrow down the number of validities offered, select from the scroll down menu both a specific class and passenger type
- Click on **Display**
- Highlight the needed pass
- Click on **Select Pass**
- If additional days are needed, enter number of days required (you can also get price details)
- Click on **Assign Pax**
- If you need to add a passenger, click on **Add/Modify Pax**
- Click on **Add** then enter details (gender, last name, first name...)
- Click on **Done**
- Click on **Next**
- Pass booking summary is displayed.
- Click on **Book Now** if you are over or **Another Product** if you need to book anything else

FLEXI PASS: travel days may be used consecutively or not

CONTINUOUS PASS: travel days to be used consecutively

7. How to apply the Euronet booking number

You have clicked on **Done** and you are back to the Rail Europe Homepage

- Click on **Next**
- Click on **Finish**
- If you need to print please refer to paragraph # 10.
- Write down the booking number (e.g. 10806624)
- Assign **Hold status**
- Either make a new booking for this customer or quit by clicking on **Done with Booking**

8. How to find and retrieve a Euronet booking

- Click on **Old Booking**
- Enter booking number (you may find your old booking by creation or departure dates or by agent's booking number)
- Click on **Next**
- Booking ID, passenger's names, booking status and total price are displayed
- You can modify or print your booking

9. Booking status

HOLD: all bookings on hold will be held on HOLD status.

FINAL: booking is confirmed (it was put on QforPrint and modifications are still allowed although it is ready to be printed)

INVOICED: booking has been printed. Print job has been confirmed and it will be invoiced on your Monthly Reports

VOID: booking has been printed and invoiced. It was then voided due to technical reasons.

REFUND: booking has been printed and invoiced. All tickets under this booking were refunded or cancelled.

DELETED: as bookings were not printed within the time frame, all items within this booking were automatically deleted by the system. All journeys/reservations spaces have been released.

PARTIALLY REFUNDED: some items within the booking have been refunded or cancelled.

10. How to make reservations in Euronet

- a. **Rail passes and Open Tickets do not guarantee a seat or berth on a train**
- b. **Reservation is recommended or compulsory on many trains running in Europe (especially High-Speed and Overnight Trains)**
- c. **Day trains : 1st and 2nd class seats only (except some Regional trains which convey 2nd class seats only and where no reservation is required)**
- d. **Night Trains : different types, from Couchette to Deluxe sleepers**
- e. **The train number is compulsory to make reservations**

There are two ways of making reservations in Euronet:

- **Automatic** : the system displays stations, schedules, train numbers for the selected route, day or time, fares. You don't need to know schedules and all details as the system does provide them. But all schedules or trains may not be available through the automatic way so it is important to know the manual way
- **Manual** : you will have to enter all information yourself.

10.1 Automatic :

PTP Schedule Search, PTP Price Search or PTP Advanced Search

PTP Schedule Search: displays all fares and all schedules thanks to sorting, searching and filtering capabilities. For users who want to build travel package

- Enter P in the **Quick Search** area or, from the **Product Tree**, select **Point to Point Tickets** then **PTP Schedule Search**
- At the top of the screen, you can choose one of the **Quick Links** that will automatically populate the relevant fields for the selected city pairs
- Select **One-Way** or **Round-Trip**
- Enter **Origin** and **Destination** cities
- Enter **departure date**
- Select preferred **departure time**
- Click on **Search** to be presented with a list of schedules with detailed information on all trains running on the departure and return dates that you indicated for travel
- Click on the **check box** preceding each train that you will need to know what fares will be available (**you can choose up to 3 trains**)
- If you click on **Add to Booking**, the schedules only that you are viewing will be added to the Booked Products screen and also will be included in the Booking Recap that can be provided to your customer
- If you click on **View Fares**, the availability for all the outbound trains will first be displayed and you can determine availability per class of service plus price range that meet the customer's budget
- On the top of the screen, in the **Available Fares** section, enter number of passengers in front of the price chosen in the "**# of Pax**" column.
- If additional passengers are required, in the same column, enter number of pax in front of the fare chosen in the "**# of Pax**" column.
- At the bottom of the screen, there is a Filter functionality that offers users the ability to limit or expand the amount of information returned
- At the top of the screen, click on **Add to Summary**
- Click on **Next**
- **Add/Modify Pax** to assign your customer
- Check mark **Assign to all segments** if you get several routes displayed in the Passenger assignment section.
- **For all Point-to-Point products, you will ONLY need to enter the lead name**
- Select a **Position** if requested
- For Overnight trains, select a **gender** from the scroll down menu
- Click on **Next** then **Book Now** then **Modify** or **Confirm** (a PNR is generated)

PTP Price Search: displays available cheapest price, 2nd cheapest price and the most expensive price, on one single screen.

- Enter P in the **Quick Search** area or, from the **Product Tree**, select **Point to Point Tickets** then **PTP Price Search**
- At the top of the screen, you can choose one of the **Quick Links** that will automatically populate the relevant fields for the selected city pairs
- Select **One-Way or Round-Trip**
- Enter **Origin** and **Destination** cities
- Enter **departure date**
- Select preferred **departure time**
- Enter **number of passengers** for either adult, senior, youth or Passholder
- Select **class of service** from the scroll down menu
- Select **Product Type** from the scroll down menu
- Click on **Search**
- Select the outbound schedule on the left of the screen in order to display the cheapest, the 2nd cheapest and the most expensive price on the right hand of the screen
- Check mark the package according to your client's budget
- Click on **Next**
- **Add/Modify Pax** to assign your customer
- Check mark **Assign to all segments** if you get several routes displayed in the Passenger assignment section.
- **For all Point-to-Point products, you will ONLY need to enter the lead name**
- Select a **Position** if requested
- For Overnight trains, select a **gender** from the scroll down menu
- Click on **Next** then **Book Now** then **Modify** or **Confirm** (a PNR is generated)

PTP Advanced Search: displays exact fares and Open Tickets as well as a list of routes for any city

- Enter P in the **Quick Search** area or, from the **Product Tree**, select **Point to Point Tickets** then **PTP Schedule Search**
- At the top of the screen, you can choose one of the **Quick Links** that will automatically populate the relevant fields for the selected city pairs
- Select **One-Way or Round-Trip**
- Enter **Origin** and **Destination** cities
- Enter **departure date**
- Select preferred **departure time**
- Click on **Get Fares**
- Select **Accommodation Type** then **Fare Name**
- Click on **Add Fare**
- Click on **Search** to be presented with a list of schedules with detailed information on all trains running on the departure and return dates that you indicated for travel
- Click on the **check box** preceding each train that you will need to know what fares will be available (**you can choose up to 3 trains**)
- If you click on **Add to Booking**, the schedules only that you are viewing will be added to the Booked Products screen and also will be included in the Booking Recap that can be provided to your customer
- If you click on **View Fares**, the availability for all the outbound trains will first be displayed and you can determine availability per class of service plus price range that meet the customer's budget
- On the top of the screen, in the **Available Fares** section, enter number of passengers in front of the price chosen in the **"# of Pax"** column.
- If additional passengers are required, in the same column, enter number of pax in front of the fare chosen in the **"# of Pax"** column.
- At the bottom of the screen, there is a Filter functionality that offers users the ability to limit or expand the amount of information returned

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- At the top of the screen, click on **Add to Summary**
- Click on **Next**
- **Add/Modify Pax** to assign your customer
- Check mark Assign to all segments if you get several routes displayed in the Passenger assignment section.
- **For all Point-to-Point products, you will ONLY need to enter the lead name**
- Select a **Position** if requested
- For Overnight trains, select a **gender** from the scroll down menu
- Click on **Next** then **Book Now** then **Modify** or **Confirm** (a PNR is generated)

Reservations only are subject to Ticketing Time Limits (TTL) which are generated by ResaRail and it is determined according to the booking date:

Booking made: **TTL Will be:**

Up to 45 days before TDD*	TDD* -14 days
from 44 days to 13 days before TDD*	TDD* -10 days
from 12 days to 5 days before TDD*	Booking + 3 days
from 4 days to TDD*	Booking + 4 hours

*Train Departure Date

As a reminder, this means that if the booking is not queued for print or printed by the TTL, it will be automatically deleted.

10.2 Manual:

- Click on the **Product Tree**
- Double click on **Point-to-Point Tickets**
- Double click on either **PTP Schedule Search**, **PTP Price Search** or **PTP Advanced Search** then click on **Manual Booking**
- Enter **origin** and **destination** in the “Trains” tab
- Stations of origin and destination are compulsory
- Enter the **travel date** and **preferred travel times**
- Click on **New Search**
- Click on the **check box** preceding each train that you will need to know what fares will be available (**you can choose up to 1 train**) then press **SELECT**
- Train Type is automatically selected so press **ADD TRAIN**
- Select an **accommodation** from the scroll down menu
- Select **Fare Name** from the scroll down menu
- Enter **number of passengers**
- Click on **Get Price** or **Add Fare** if you need to keep on booking
- Click on **Next** then assign you passenger by clicking on **Add/Modify Pax**
- Select a **position** from the Preferences tab (e.g. PANORAMIC if Swiss Scenic Train)
- Click on **Next** then **Book Now**
- Select the item in the Booked Product window then press **CONFIRM**

From here you get several alternatives:

MODIFY: allows reducing number of passengers

CONFIRM: the space is confirmed. A PNR is provided (always 6 letters, e.g. SODSJA)

NB: you can remove the reservation as long as it is not printed

11. How to print Booking

IMPORTANT POINTS BEFORE PRINTING ANY BOOKING :

1. **you must make sure your printer is turned on and “online”**
2. **you must ensure your printer has the correct paper in the manual tray. This is the numbered, blue and orange hatch-marked stock provided to you by RE4A.**
3. **You must ensure you are using one of the printers RE4A has certified to work with Euronet**
4. **You must make sure your paper is placed in the printer in the correct manner and sequence**

When finalising any booking, you always have the choice between printing options :

- **Print Now** : enables you to print an order immediately
- **QforPrint** : allows you to print multiple orders at once, that were placed on the print queue

PRINT NOW

- Select **Print Now** to print a single booking
- *Bookings to be printed window* is displayed and information are sent to the printer
- Click on **PRINT**
- Answer **YES** to “Are you sure you want to print these bookings”
- Go to the printer and check tickets have been issued successfully
- If yes, check the line of the booking number
- Click on **CONFIRM ALL**
- **Read the message displayed carefully before confirming the print job**

QforPrint

- Click on **QforPrint** once you have created the Euronet booking number
- Either make a new booking for the customer or you have finished working on the booking
- Click on **BATCH PRINTING**
- Click on **NEXT**
- Check the line of the booking that you want to print
- **Warning : if all lines are selected, Euronet will print all bookings and all items inside bookings**
- Click on **PRINT**
- Reply **YES** or **NO**
- Before confirming the print job, go to the printer to check tickets are correctly printed
- Click on **CONFIRM ALL**
- **Read the message displayed carefully before confirming the print job**
- Click on **YES** if you agree.

If you realize there is a technical problem: paper jam, logo/barcode misprinted or any other printer error: **DO NOT CONFIRM THE PRINT JOB** (otherwise your booking will be invoiced and you will have to pay for it).

Have the problem fixed at the printer (e.g. clear paper jam). As soon as it is fixed, follow those steps:

- Check the line of the booking to be reprinted
- Select a **reason for reprint** (e.g. paper jam)
- Click on **Reprint checked bookings** and reply **YES** to the question displayed
- Check tickets are correctly printed. If yes, click on **Confirm All**
- **Read the message displayed carefully before confirming the print job**
- Click on **YES** if you agree.

If the problem persists, click on **Suspend** and your order can be postponed or printed later. **You must contact the Euronet Support Desk in NY: <http://support.raileurope.com>**

Technical Hotline:

Tel: + 1 914 681 3292
Fax: + 1 610 423 2581

12. After Sales

**Any print job confirmed in Euronet is invoiced on your MTR.
No Refund, Void or Cancel will be authorised and done in Euronet if you cannot provide the original tickets.**

12.1 How to Refund

- On the Euronet homepage, click on **After Sales**
- Enter either ticket or booking number
- Click on **Search** then click on **Next**
- Click on **Refund Ticket**
- Check the line of the ticket to be refunded
- Click on **Next** then on **Get Quote** to check the carriers' penalties
- Click on **Finalize**

12.2 How to Cancel

- **You MUST contact aftersales@raileurope.fr to get an CANCEL authorisation.**

12.3 How to Void

- On the Euronet homepage, click on **After Sales**
- Enter either ticket or booking number
- Click on **Search** then on **Next**
- Click on **Void Ticket** (**if you click on VOID BOOKING you will VOID all products included in that booking, even the tickets which have been correctly issued so all reservations will be released and you will have to start again and book everything, without guarantee to get the exact same fare**)
- Check the line of the ticket to be voided
- Click on **Next** then on **Get Quote** to check the carriers' penalties
- Click on **Finalize**

List of error messages when booking trains in Euronet:

Bad Syntax : error when entering information. For example, entering "family" in the gender field when reserving a double compartment for one person. Spain, try putting a 0 or 00 in front of the train # to make it 5 digits (train #374 try as #00374).

City Code An incorrect city code is entered into either the departure or arrival point. For example, using the generic Oslo "NOOSL" instead of Oslo S "NOAJM"

Class of Service does not exist in this coach When doing "close to" option, class and car # do not match. For example, trying to reserve a close to car/seat in the premium car #10 on the Eurostar as 2nd class.

Class of Service not Available The train is sold out in the class/sleeper type requested. Try T2 instead of doubles, different sleepers or the other class.

Complete Train The train is sold out. If requesting a sleeper, try the other sleeper options, couchettes and seats. Make sure it is 60 days out.

Definitely unable to process In Great Britain, check the times with Railtrack, and make sure all fields are correct. Duplicate Name Client names are too similar, meaning that the system cannot tell them apart. Try putting a space at the end of the last name or if the name is really long (more than 8 letters), put a space in the middle of one of the last names.

Duration Request Acceptation not Respected The train departure date is too far out, if more than 60/90/120 days in advance, than we cannot reserve the train. If possible, put the order on Pending status.

Global Seat Assignment not Possible Spain: Sold out in that class or too early to reserve (TRD trains only 15 days in advance). Italy: Try smoking, if it still doesn't confirm it is sold out in that class.
Switzerland: Leave the position field blank, or select panoramic. If that doesn't work, the train is sold out.

Impossible to Satisfy Request Check the following: Thomas Cook to make sure the train has what you are requesting (1st class or 2nd class only, sleeper types), try smoking, or removing the position request, if it still doesn't confirm, it is sold out

International Placement not open Country where the train starts is down for the day if possible, put the order on "Pending" status.

Invalid Class Code Trying to reserve a regular train as a TGV or a journey train as a regular train. Check the train type.

Invalid Compartment Number "Close to option" not properly filled out; non- smoking or smoking must match. For most high speed trains use CLT (Close to) with car number and seat number each three digits (005/ 025), for the Eurostar use two digits (05/ 25).

Invalid Date The train departure date is too far out more than the 60/ 90/ 120 days in advance that we can reserve the train.

Non Authorized Use of Round Trip Option Trying to reserve a regular train as a journey train, OR it is a journey train we do not have access to confirm. Check the train type and the route.

No Intercon Railroad Possible "Close to option" not properly filled out; non- smoking or smoking must match. For most high speed trains use CLT (Close to) with car number and seat number each three digits (005/ 025), for the Eurostar use two digits (05/ 25).

No Itinerary Item has been on booked status too long past the date when it must have been ticketed (72 hours), so the space held was given away. Delete the booked item, and try reserving the same train/ fare type.

No more compartment of this type The train is sold out in the position/ sleeper type requested. Try a T2 instead of a double, or different sleeper types. Remove the position request for day trains.

No Prestation for this train date Double check all fields to make sure they are filled in properly. Then check the following in Thomas Cook; type of compartment is available (T2 vs. a double on overnights), station name, holiday list, and if it is running on that day of the week. If it still doesn't work, it may not be running that day. Great Britain: not reservable

No Processable Sale/ We cannot reserve the train because it is local

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Sell Request Benelux trains (that are not the Thalys), most Swiss trains, most Scan trains & 4 digit Italian trains (that are not the Eurostar Italia/ EUI)

No seat available to this position The position request is not available. Remove the position request (window, duo club, low).

No smoking or non-smoking seats Train is sold out in the class requested. Try the other class of service.

Not enough seats in compartment There are no seats close to the seat number you are requesting, but there are still seats available on the train. Remove the close to option, or try to reserve close to another car and seat #.

No Rules valid for passenger type/ Class of Service It is not possible to reserve this route. On the Eurostar, this message means we cannot reserve the Eurostar if the train does not travel through the Chunnel. Verify the type of train and that passenger fare codes are correct.

Reservation Inhibited The train is sold out in the sleeper type requested. Try T2 instead of doubles, or different sleeper types

Request Momentarily Impossible Spain: it is sold out, or too early to reserve (TRD trains only 15 days in advance). Italy: may be a local service we cannot reserve. Italy & X2000 Scandinavia: may be the Summer Schedule Change.

Request not Satisfied Cannot make the reservation, if it is in Great Britain this may mean that the train is sold out in that class. If it is in Italy, the train may be sold out in non-smoking, try smoking or the other class.

Seat assignment not coherent This train does not accept requests for seating "close to" option. Remove close to request.

Seat information not received Reservation Cancelled The train is sold out or no longer carries that fare type. Usually occurs when something is/ has been on booked status, and the space is no longer available (72 hrs). For instance having a 14 day advance fare booked prior to 14 days and then trying to confirm it less than 14 days prior. Try another class of service.

Seat Reserved for Meal All seats close to the requested seat are reserved. Usually happens on France-Switzerland day trains in Car #11 and #12. Try removing the CLT (Close to) option, remove the position option, or try reserving seats in different cars.

Tariff Code Necessary for this train Cannot make the reservation, usually appears on NZ trains in Germany. It may be premier train, or premier train we do not have access to, must be reserved locally.

This type of seat cannot be requested Position requested is not available because it doesn't exist on that type of train. Remove the position field request.

Too many space type requested Requesting a position that is not fully filled by the number of passengers in the party. Spain: requesting position Club 4 with less than 4 passengers, or duo club/ duo side by side with less than two passengers. Remove the position request.

Train (may be followed by numbers) Check the following: That the gender is entered for sleepers, or it is blank for a single or couchettes, the Thomas Cook for other train numbers & the city code is correct (stations).

Train and/ or City pair in first segment not valid with the selected product Check the following: Train type matches the type of reservation, (reserve the Thalys as a Thalys, not as a TGV train), also check the city codes (stations) are correct - select the train from Resarail, or select the train from the schedule request (not manually entered) in E2.

Train not existing Check the following: Train number, stations, days of service, that it is within the 60/ 90/ 120 in which we can reserve that train, and the Thomas Cook for type of train/ class available - it may be a local service we cannot confirm.

Try without mandatory option Non-smoking is sold out or it may also be the position is not available. Try smoking, or remove the position request.

Type of Compartment Check the following: Gender is selected for sleepers, or left blank for a single or couchettes, and the type of compartments available in Thomas Cook (T2 vs. double, couchette plus vs. couchette).

Type of Passenger Forbidden – train without complete fare Check the following: Type of train matches the type of reservation (Thalys vs. TGV)- may be a journey train we cannot reserve- or the date/ train is not loaded into Resarail (we cannot reserve this, it must be done locally).